

<b>West Virginia TBI Quality Improvement Advisory Council Council Meeting</b>	<b>DATE: August 12, 2021 TIME: 9:00 am-11:45 AM</b>
<b>Members Present:</b>	
Heather Velez, Terry Edgar, Rodney Smith, Nichole Wills, Gina Desmond, Mark Holmes	
<b>Members Not Present:</b>	
Brad Anderson, Carolyn Lecco.	
<b>Others Present:</b>	
Marcus Canady, Lisa Brooks, Teresa McDonough, Carissa Davis, Angela Morales, Tammy Shifflett (Professional Care Case Management) , Sara Martin and Barb Recknagel	
Meeting Minutes from the 05/13/2021 QIA Council meeting were approved. Motion to approve: Gina Desmond Motion to Second: Heather Velez Motion Carried	

## MINUTES

Agenda Item	Welcome/ Introductions/Old Business	Presenter	Rodney Smith Barb Recknagel
<b>Discussion and Conclusions:</b>			
<b><u>Old Business:</u></b>			
Membership Vacancies			
<b><u>Discussion/Follow-up:</u></b> Kepro staff shared recruitment efforts in obtaining members for the open and coming open positions now and in 2022. Three positions remain open. Kepro hopes to receive an application from an enrolled program member for one of the vacancies.			
<b><u>Old Business:</u></b>			
HCR 137 House Study Resolution			
<b><u>Discussion/Follow-up:</u></b> Council member Brad Anderson informed Kepro staff that currently no update on the Study Resolution. He is hopeful to have new information to share with the Council at the November Meeting.			
<b><u>New Business:</u></b>			
Membership Recruitment			
<b><u>Discussion/Follow-up:</u></b> Kepro staff requested Council members and stakeholders to continue to explore possible individuals for membership position on the Council. Three open positions are open: Stakeholder (2) and Parent of a minor child with TBI.			

Agenda Item	Program Updates	Presenters	Teresa McDonough, BMS Sara Martian, TMH Marcus Canady , MFP Katharine Randall, PPL Barb Recknagel, Kepro

## **Discussion and Conclusions:**

### **Discussion/Follow-up:**

**BMS Updates:** Teresa provided program numbers as of June 30, 2021: 85 enrolled members, 41 members are self-directing their services. All open slots were awarded for the previous state fiscal year (SFY) ending June 30, 2021.

There are four (4) slots reserved for the Take Me Home (TMH) program at the start of the new SFY 22.

Teresa provided an update to the Council Members on the following changes that will or have affected the TBIW Program.

### **COVID 19 and Appendix K:**

CMS allows states to waive or extend certain requirements during a pandemic if the state completes the required document called Appendix K.

BMS completed and received approval from CMS on its' Appendix K. West Virginia can keep the Appendix K revisions in place up to six (6) months once the public health emergency has ended. Please refer to link below to review a copy of the approved Appendix K.

<https://dhhr.wv.gov/bms/Programs/WaiverPrograms/ADWProgram/Documents/WV%20Combined%20Appendix%20K%207-21-2020.pdf>

### **Bi-weekly Provider Calls:**

BMS continues to hold biweekly calls with the ADW/PCS and TBIW providers. These calls have expanded outside of COVID 19 and are used to hold updates/discussions about policy and project implementations that directly impact providers of home and community-based services. BMS is maintaining a Frequently Asked Question (FAQ) log from those meetings located here:

<https://dhhr.wv.gov/bms/Programs/WaiverPrograms/TBIW/Pages/Member-and-Provider-Info.aspx>

### **Electronic Visit Verification (EVV):**

Implementation of EVV continues. Personal Attendant (PA) staff who do not live in the home with the member will be required to use EVV. Case Managers will be subject to use EVV, later in the implementation phase. The second phase of EVV implementation involving submission of claims begins in September 2021.

**Conflict Free Case Management (CFCM):** Full implementation of CFCM is on hold while the state is operating under Appendix K. However, BMS has asked Kepro to assist applicants and member's transferring services to make nonconflictual selections.

**American Rescue Plan (ARP):** Public input sessions were conducted in June of 2021, BMS and other state officials developed West Virginia's Plan to support Medicaid Home and Community Based Services during the COVID-19 Emergency. The Plan was supported by Secretary Crouch and has been submitted to CMS for their approval.

**PPL Updates:** Lisa Brooks provided an update to the Council Members on the Self-direction service delivery model. There are forty (40) active TBI Waiver program members, self-directing his/her Personal Attendant Services. Lisa reported that twenty-five (25) Personal Attendants use the EVV for the TBIW members they support.

**Money Follows the Person (MFP) Take Me Home (TMH) updates:** Marcus Canady provided the following data points for calendar year 2021: Ninety-nine (99) referrals, sixty-six (66) intakes completed, and thirty (30) individuals have transitioned. The bulk of the Transition Coordinator work remains remote, with some in person meetings at the Nursing Homes and on a case-by-case bases, visits to conduct Home Assessment and on the first day of transition. Marcus reported on the state's submission on the Capacity Building Grant available to states with MFP grants. Some of the major projects to be funded included:

**No Wrong Door (NWD)**

Support the staffing and operations of the NWD Initiative, funding for a consultant to assess the Long-Term Care (LTC) services in the State and develop a strategic plan based on its' findings and funding for a media consultant to brand the NWD system.

**Telehealth**

Continue to support and expand the efforts for telehealth services and programs that was piloted last year.

**On-Line Case Management**

Provide funding for the development of an online Case Management system.

**Funding to Support WV BI LC**

Funding to support the development of person with lived experiences video for training and educational purposes.

**UMC updates:**

Kepro presented the Quality Management Data for the 4<sup>th</sup> quarter April 2021-June 2021. Service Planning Performance Measures achieved 100% for the reporting quarter. Participant Safeguard Performance Measures achieved 92% for the reporting quarter. During the 4<sup>th</sup> quarter there were thirteen (13) critical incidents reported in the WV IMS. There was one (1) reported Abuse, Neglect and /or Exploitation and zero (0) unexplained death. The Council members had no questions or comments on the data.

**Atrezzo Next Generation (ANG):**

ANG is a web-based, secure, reliable, and HIPAA compliant population health care management system, proprietary to Kepro. On November 1, 2020, the system went live for Kepro internal users and BMS. The Provider Portal went live on May 3, 2021. Providers and PPL now have access in the Provider Portal to retrieve their members medical eligibility assessments, letters, selection forms, etc. available for them to download and save. In June of 2021, Case Managers started to direct data entry all Service Authorization in the Provider portal. Kepro continue to offer training, technical assistance and job aids to assist the providers and PPL.

Action Items	Person Responsible	Deadline
1.BMS requested Kepto to email copy of ARP to Council Members	Barb Recknagel	1. Completed 8/13/2021
2. Request involvement in ADW Quality subgroup on Direct care Workforce issues.	Teresa McDonough will contact BoSS staff Mark Fordyce	2.Email request sent to QI-BoSS from BMS

Agenda Item	Quality Management Plan	Presenter	Barb Recknagel
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**Discussion and Conclusions:**

**Discussion/Follow-up:** Barb Recknagel presented a draft Quality Management Plan (QMP) to the Council. The draft QMP reflects the continuance of the WV Brain Injury Learning Collaborative, which formally ends on August 19, 2021. The QPM goal is to: Improve service delivery in the TBI Waiver program with person centered thinking, planning, and practices. The Council members reviewed the three strategies and agreed with the QMP. Kepto will report on Strategies # 1 and # 2 and WVU CED-TBI Services and Disability Rights of WV agreed to report on Stagey # 3. During quarterly Council meetings.

Action Items	Person Responsible	Deadline
None currently		

Agenda Item	WV Team Story Board- BI LC	Presenter	Barb Recknagel Rodney Smith Gina Desmond
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**Discussion and Conclusions:**

**Discussion/Follow-up:** Barb, Rodney and Gina presented the completed team story board to the Council members. The final session of the learning collaborative is August 19<sup>th</sup>, all twelve state teams will be presenting their team’s story board. Gina personally thanked the Case Management providers who participated in the use of the PCD tools.

Action Items	Person Responsible	Deadline
None currently		

Agenda Item	Public Comment Stakeholders Updates WVU CED-TBI Services Disability Rights of West Virginia Olmstead	Presenters	Carissa Davis Angela Morales Regina Desmond
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**Discussion and Conclusions:**

**Public Comment:** There was no public comment offered during the allotted time.

**Stakeholders Updates:**

**WVU CED TBI Services:** Angela provided an update to the Council Members on WVU CED TBI Services. Active clients served from 7/2020 through June 2021 is 327. One hundred and forty-three (143) *Funds for You* applications have been received during this same time. Twenty-two (22) neuropsychological evaluations were completed out of forty-one (41) referrals. Three (3) virtual support groups (Statewide) are being held: Caregivers Group-last Friday of the month; Monthly Mindfulness Sessions, third Friday of the month and a Morgantown location group held on the first Thursday of the month.

**Disability Rights of West Virginia (DR WV):** Regina Desmond from DR WV, reported that staff are reassuming in person monitoring at facilities and are returning to the office location in Charleston. No advocacy service requested have been received for or on behalf of a TBI Waiver program member. Gina updated the Council with DR WV concerns around the use of Sharpe and Bateman for placements of individuals with behavioral problems as opposed to those experiencing psychiatric issues and the difficult in getting those individuals discharge to their community placement. Staffing appears to be a major barrier.

**Olmstead:** Carissa provided an update to the Council; there is funding available for transitions. Carissa stated that there is an opening on the Council for a TBI Waiver provider. Carissa expressed similar issues to those from DR WV regarding the improper usage of Sharpe hospitals by waiver providers.

Action Items	Person Responsible	Deadline
None currently		

Agenda Item	Wrap Up/ Confirm next meeting date	Presenter	All
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**Discussion and Conclusions:**

November 12<sup>th</sup> Zoom Platform  
9-noon  
Meeting adjourned at 11:50 am on a motion by Mark Holmes

Action Items	Person Responsible	Deadline
Council Meeting Agenda and Program Reports due to Council Members	Barb Recknagel	10/29/2021

Draft Minutes emailed to Council Members and Stakeholders on August 19, 2021 by Barbara Recknagel, Kepro.